Water conservation & efficiency

Both the utility and its customers work together to achieve water efficiency.

Tucson Water is always working to make our water storage and delivery systems more efficient. That means eliminating water leaks and making sure our water facilities are secure. We also constantly review our processes and procedures to make sure we are working as efficiently as possible.

To encourage our customers to conserve and be water efficient, Tucson Water's Water Smart Program offers education, assistance and incentives, such as conservation rebates on high efficiency toilets, rainwater harvesting systems, improved irrigation systems, and other water-saving devices. Tucson Water also provides our customers with a FREE Zanjero water audit to assure you are using water efficiently in your home. Call (520) 791-3242 to request your audit.

For more information on Water Smart and for a complete list of what Tucson Water is doing to improve the water efficiency of the utility's water system, visit our website at tucsonaz.gov/water.

Water Reliability in a desert community

Tucson Water's Water Reliability Program includes all the investments and commitments that, together, ensure our customers have a reliable water supply and system today and for the future. The Water Reliability Program encompasses five areas – water supply, water quality, water customers, operations and systems, and water conservation and efficiency.

Tucson Water is committed to:

- Safe and high quality water.
- Maximizing the use of all local renewable water resources.
- Ongoing maintenance and improvement of our water supply and delivery system.
- A financially stable utility.
- Long-term planning and appropriate infrastructure and program investment.
- Improvements in energy efficiency throughout the water system.
- Clear and timely communication about our water and how to use and re-use it efficiently.

TUCSON WATER

Contact us for more information

CALL	SCAN	CLICK	WATCH
(520) 791-4331 (800) 598-9449 (520) 791-2639 TDD		tucsonaz.gov/water	youtube.com/tucsonwater

Water**Reliability**

A Series of Investments to Ensure Tucson's Water Future

Water supply

The western United States is predicted to continue to get drier and warmer in the future, and long-term drought and climate change are issues that will impact our region's water supplies.

Tucson Water and its customers are better prepared than most western communities for drier conditions, including drought, in part because our water resource options are varied. We have renewable Colorado River water, delivered via the Central Arizona Project, groundwater, and recycled water. Recycled water is available in several qualities – it is currently treated to irrigation standards and used as reclaimed water on parks and golf courses. Tucson Water is also studying the possibility of further treatment of recycled water and using it for aquifer replenishment.

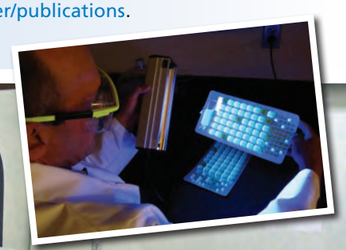
Tucson Water has developed a Drought Preparedness Plan that includes relying on good storage facilities, multiple water resources, and water efficiency measures so we can continue to serve the 708,863 people who use our water. Read the Drought Preparedness Plan at tucsonaz.gov/water/water_resources.

Water quality

Tucson Water is the source for quality water in our community. We must meet strict water quality regulations set by the U.S. Environmental Protection Agency.

Tucson Water regularly analyzes 8,000-10,000 samples of water drawn from 266 dedicated sampling points located throughout the Tucson Water service area. Tests are conducted at its Water Quality Laboratory, and reports on the results each month to the Arizona Department of Environmental Quality. Approximately 5,000 of the tests conducted annually are to meet regulatory requirements, and the remainders represent discretionary sampling used to monitor water quality. The test results are also posted on the Tucson Water website.

The hardness of our water continues to increase as our renewable supply of Colorado River water blends with our groundwater. Tucson Water is studying long-term solutions to this increase in hardness. Customers can take steps to reduce the inconveniences hard water can cause in their homes or businesses. For more information, call Tucson Water at (520) 791-4331 or get the Hard Water brochure from the Tucson Water website at tucsonaz.gov/water/publications.



Water customers

In addition to installing new water meters that can be read remotely, Tucson Water is also working towards easy on-line and mobile bill payments.

Our customers are Tucson Water's most important consideration and our commitments to you are listed on the back page of this brochure. We're working all the time to make sure our operations and customer service are the best they can be – for example, adding more customer service representatives to answer your phone calls and questions. We're also working to improve our website and are replacing old water meters with ones that are all-automatic. These can be read electronically for more efficient meter reading and they will allow customers to access their water use information online.

To reach customer service, contact us at (520) 791-4331, (800) 598-9449, email us at TWWebAcct1@tucsonaz.gov or visit our website at tucsonaz.gov/water.

Water operations & systems

Your city water system needs constant maintenance and improvement. It includes more than 66 reservoirs, 4,400 miles of water mains, 80,000 valves, 22,000 fire hydrants, and 200 wells, plus recharge facilities, pumping stations, and much more.

Tucson Water is constantly working and investing in maintenance and improvements to make sure customers can always count on quality water being available at their homes and businesses. Today, Tucson Water is in the process of rehabilitating all its water reservoirs, replacing aging valves and mains, replacing large capacity meters at wells, and upgrading it's computer control system to improve energy efficiency and reliable water delivery all the time.

We are working 24/7 to assure our operations and systems are the best they can be. Among other improvements, we are optimizing our energy use in several ways: investing in new Supervisory Control and Data Acquisition (SCADA) technology to reduce energy use, lower operating costs and increase efficiency; upgrading, reconditioning and replacing pumps and motors at some booster station sites; and using solar energy at our CAVSARP water storage and recovery project.